

Telford and Wrekin CCG Two Year Operational plan

(based on the five year strategy)

The Values at the heart of the CCG, as outlined in our Constitution, are as follows:

- respect, dignity and compassion;
- to put patients and the public at the heart of commissioning in Telford and Wrekin
- allowing services to be personal and responsive to local need;
- to deliver effective planning for health services based on a true understanding of the population and their needs
- to maintain and improve the quality of health outcomes and the safety of services for patients;
- to ensure clinical engagement and the achievement of the Quality, Innovation, Productivity and Prevention;
- to ensure a partnership approach to health and social care e.g. through the Health and Wellbeing Board; and
- to work within the resources available

Strategic Themes, informed by JSNA & linked with Health & Well Being Strategy

- Quality, safety and clinical effectiveness
- Supporting independence and good mental health
- Support for carers & focus on Dementia and ASD
- Further reductions in teenage pregnancy, & smoking at delivery
- Maximum value is gained from every health pound spent

Local Context and Challenges

- CCG and Local Authority share the same boundaries and challenges, e.g. our young and older people populations are growing simultaneously
- Our Joint Strategic Needs Assessment identifies health inequalities between different communities and between men and women
- Acute service performance
- Long term clinical and financial sustainability of all current NHS providers.

A modern NHS



To achieve a modern NHS there are interventions are based on two factors:

- NHS England's aspirations (the 6C's characteristics) Care, Compassion, Competence, Communication, Courage and Commitment
- CCGs - Care with Confidence approach

Inclusive and Equitable

2 year plan addresses:-

- Health inequalities
- Improving our focus on preventive solutions
- Self-managed and personalised care
- Changes to the way in which acute and community services are provided Including 7 day working
- Use of technology so people can be cared for in their own home
- Joint working with across the Local Health Economy

Two year plan - transformation

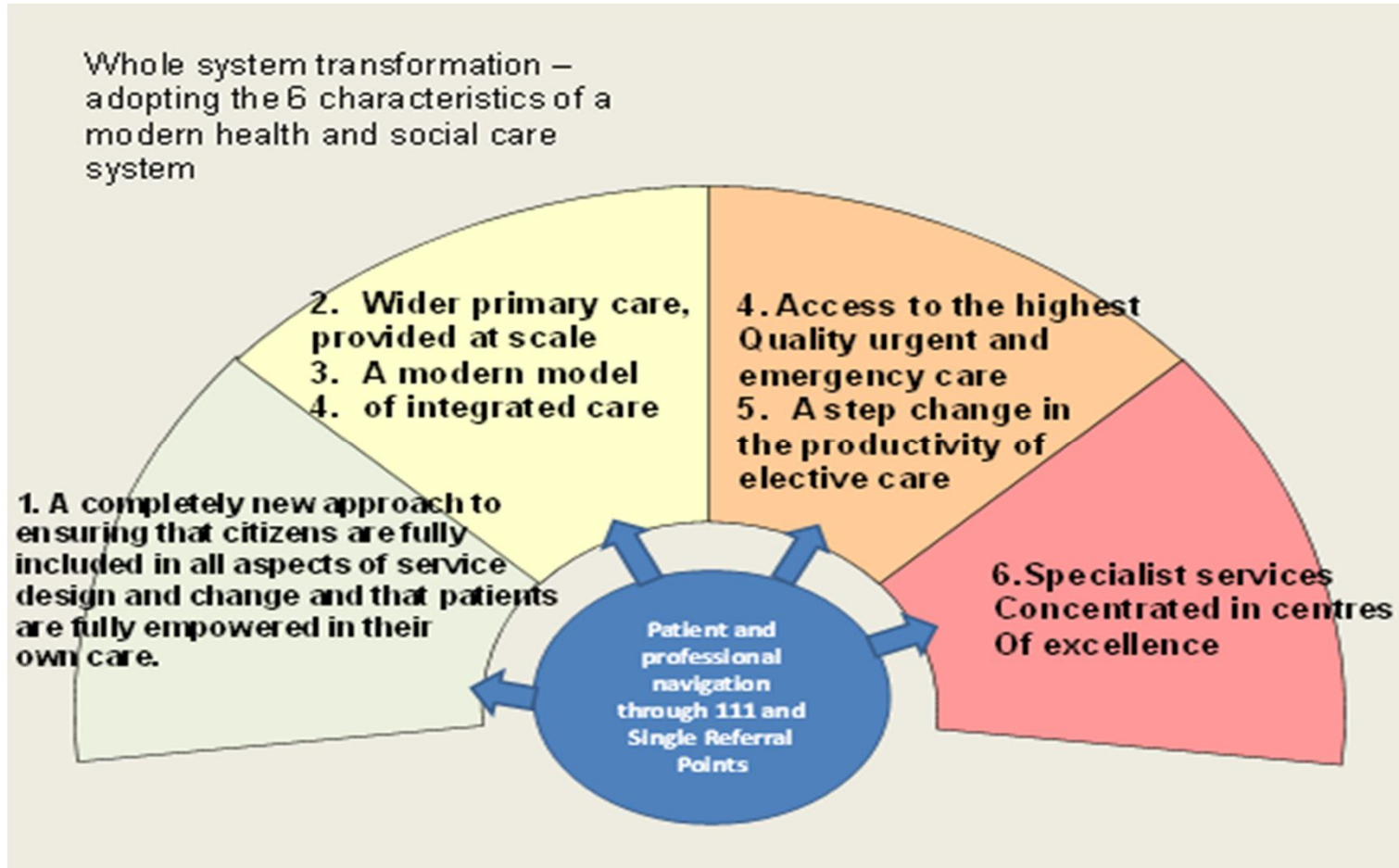


- Part of the wider strategic 5-year plan
- Transformation of whole health system
- Whole health economy approach
- Equality and inclusion factor

Whole System Thinking

- Engaging member GP practices; patients and partners
- Improved approach to winter ('seasonal') planning
- Project management across health economy
- Call to action and creation of Future Fit
- Focus on long term conditions; expansion of services; redesign of clinical pathways for disease; strengthening self-care
- Working in collaboration with the Local Health Economy
- Joint priorities with the Local Authority via the Health and Well being Board

Whole system transformation



6 Characteristics of a high quality and sustainable system

- A completely new approach to ensuring that citizens are fully included in all aspects of service design and change and that patients are fully empowered in their own care.
- Wider primary care, provided at scale.
- A modern model of integrated care.
- Access to the highest quality urgent and emergency care.
- A step-change in the productivity of elective care.
- Specialised services concentrated in centres of excellence.

Everyone Counts – Local Priorities

Team around the Practice: Multi disciplinary Teams will identify patients with the most complex needs and ensure their care is planned and co-ordinated to avoid unplanned admissions.

Deliver the Better care Fund Plan: Two themes 1. enhancement of self care and community/voluntary sector engagement; 2. expansion of the Enablement Team and inclusion of string medical leadership to ensure care closer to home is facilitated for frail elderly people.

Emergency Admissions in Children U19: as part of our wider strategic objective to reduce emergency admission rates for paediatrics overall by 15%

Must Do's

- No never events
- 18 week Referral to Treatment, 4 Hour Accident & Emergency and all Cancer Targets will be achieved in 14/15
- No >12 hr post admission decision trolley waits
- No MRSA cases, and C-diff is below the LHE target
- Rigour in all aspects of contract monitoring,
- Collaborate with all partners
- Engage with patients and clinicians
- Provide sustainable solutions

Approach to Quality

- Refreshed our approach to quality
- Applying the 6C's for a modern NHS (staff and providers)
- Enhance patient experience and choice
- Telford Referral and Quality Service (TRAQs) to monitor patient feedback and promote choice
- 'Parity of esteem' for mental health patients
- Service redesign for paediatrics
- Compliance to quality standards
- Evidence Based and benchmarking

Improving Performance

- 18 weeks Referral To Treatment (RTT)
- Cancer waiting times
- Remedial Action Plans
- Sourcing and procuring alternatives
- Area team involvement
- Collaboration across primary and specialised commissioning

Transformation schemes (1)

- 20% improvement in Productivity for planned care
- 15% reduction in unplanned care activity
- Enhance primary care to manage patients with the most complex needs and deliver more care closer to home
- Cross cutting programme to improve pathways for patients with respiratory, Cardio Vascular Diseases and Cancers.

Transformation schemes (2)

- Promote evidence based / cost effective prescribing across Primary Care and review prescribing within Secondary Care
- Review modernisation of Mental Health Services by improving community support – and agree next steps for better care and more efficiency

Based on Evidence

- Focus on; respiratory, cardiology and frail and complex care
- Commissioning for value packs
- Refine and review winter planning
- Based the 2 year plan on the 5 year strategy
- System vision using the 7 interventions

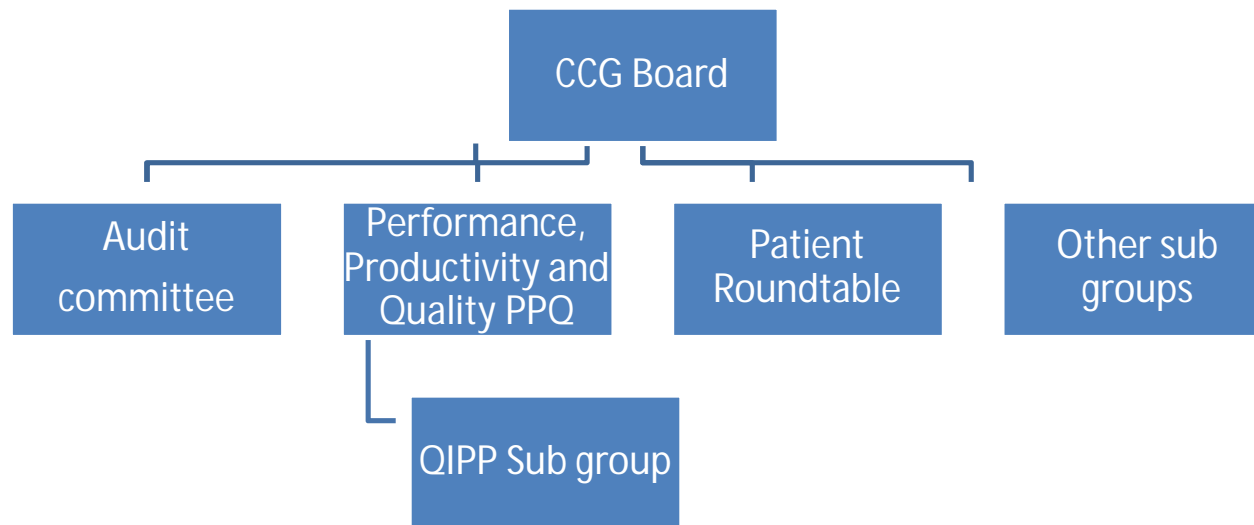
Summary of Key Interventions

- Self- Care
- Expand integrated Community Care by diverting capacity from the acute sector into community care
- Strengthen Primary Care
- Whole system approach to urgent and emergency care
- Mental health modernisation
- Formal Procurement for a number of services
- Improve quality of medicines management

Risk management

- Ensuring the quality of commissioned services so they achieve outcomes framework targets
- Delivery of Future Fit and ability to deliver safe sustainable services
- Delivery of Better Care Fund Plan within short timescale required

CCG Governance Structure



Collaboration is key

Working together to achieve **whole system thinking** will be critical to the CCG achieving its two year plan as part of the five year strategy!

Where to find more information:

<http://www.telfordccg.nhs.uk/strategies>